



J. TYLER McCAULEY
AUDITOR-CONTROLLER

COUNTY OF LOS ANGELES DEPARTMENT OF AUDITOR-CONTROLLER

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

February 20, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *jm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW CONCEPT
GROUP HOME**

We have completed a review of New Concept Group Home (Group Home or Agency) operated by New Concept, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

New Concept Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, New Concept Group Home was providing services for eight Los Angeles County Probation children.

New Concept Group Home is located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

New Concept Group Home needs to repair or replace the kitchen countertops and backsplash, remove the broken dishwasher from the kitchen, remove the markings and scratches from the upstairs bathroom vanity, properly attach window screens in the bedrooms, remove the writing from the bedroom closet rods, include the treatment team and input from the child in the development and implementation of the Needs and Services Plans, maintain current and comprehensive Needs and Services Plans that include short and long-term goals, and provide all children with the required minimum weekly allowance.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Marcheletta Madison, Executive Director, New Concept Group Home
Public Information Office
Audit Committee

**New Concept Group Home
4240 West 62nd Street
Los Angeles, California 90043
Phone: (323) 299-0369
License Number: 191800491
Rate Classification Level: 9**

I. Facility and Environment

Method of assessment – Observation

Comments:

New Concept Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, in the kitchen the countertops and backsplash are chipped; the countertops, stove and oven are dirty; and the dishwasher is broken. In the upstairs bathroom, the vanity is marked and scratched.

The children's bedrooms are generally well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings are in good repair. However, there is writing on all the bedroom closet rods and the window screens are not properly attached. The mattresses are comfortable and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. New Concept Group Home management:

- a. Repair or replace the kitchen countertops and backsplash.**
- b. Clean the counter, stove, and oven and maintain them clean.**
- c. Remove or replace the dishwasher from the kitchen.**

- d. Remove the markings and scratches from the upstairs bathroom vanity.
- e. Properly attach window screens to all bedroom windows.
- f. Remove all writing from the bedroom closet rods.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are not developed or implemented by the treatment team and do not include input from the child. The NSPs are not current or comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. New Concept Group Home management:

- a. Include the treatment team and input from the child in the development and implementation of the NSPs.
- b. Maintain NSPs that are current, comprehensive, and include short and long term goals for all children.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-

help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

Recommendations

- 3. New Concept Group Home management provide children with the required minimum weekly allowance.**



HUMANISTIC FOUNDATION, INC.

NCA New Concept Group Home

RESIDENTIAL TREATMENT PROGRAM
AGES 11 - 17

June 2, 2006

County of Los Angeles
Department of Auditor-Controller
Children's Group Home Ombudsman
500 West Temple Street, Room 515-A
Los Angeles, CA 90012-2766

Re: Corrective Action Plan

I. Facility and Environment

Recommendations/Corrective Action Plan

- a. Repair and/or replace the kitchen countertops and backsplash.

We have obtained two estimates for replacement of the kitchen counter top. Because of previous commitments the contractor estimates the completion date of June 30, 2006.

- b. Clean the counter, stove/oven and maintain it clean at all times.

A new procedure was implemented on April 17, 2006. The stove and oven are to be cleaned after each use. The evening shift Facility Manager is responsible for verifying that this has been done before their shift is over. The stove top and oven will be inspected for cleanliness each morning by the morning Facility Manager.

- c. Remove the old and broken dishwasher from the kitchen.

The broken dishwasher was removed from the kitchen on April 27, 2006, and replaced with a new dishwasher on May 5, 2006. In the future if there are any problems with the dishwasher it will be reported by the Facility Manager on duty to the Administrator. The Administrator will make the necessary calls for repair.

- d. Remove the markings and scratches from the upstairs bathroom vanity.

On April 18, 2006 the bathroom vanity was sanded and painted. The morning Facility Manager is responsible for inspecting the facility weekly for repairs and meeting with the Administrator to view the repair needs. Based on the repairs needed the Facility Manager or the Administrator will make the arrangements. In this cash the vanity will be checked weekly for markings and scratches, and removed in a timely manner.

- e. Properly attach window screens to all bedroom windows.

On April 13, 2006, all bedroom screens were checked. Based on the need the screens were properly placed back in the tracks. The morning Facility Manager and the evening Facility Manager will spot check the screens to assure that they remain on track upon the beginning of their shift. Depending on the shape of the screens the Facility Manager will make the call to put the screen back on track or replaced.

- f. Remove all writing from the bedroom closet rods.

On April 17, 2006 the two closet rods were removed, sanded and repainted. The staff will continue to search the minors and their rooms for items that they can write with to prevent this from happening. If this does happen again, the morning Facility Manager will have the rods sanded and repainted again.

II. Program Services

Recommendations/Corrective Action Plan

- a. Include the treatment team in the development and implementation of the NSPs with input from the child.

The treatment team will include the Social Worker, Probation Officer, Parent or Guardian, and the morning or evening Facility Manager. (The Facility Manager will be determined based on the time of the child's session) A letter of invitation will be faxed to the appropriate probation officer by the Facility Manager, informing them of the date and time of the child's session. A copy of the faxed letter will be placed in the child's file. See Exhibit I Letter

- b. The Administrator and the morning and evening Facility Managers met with the Social Worker on Monday April 18, 2006. We discussed what was to be included in each child's NSP, the treatment team, and all minor files were reviewed. The Social Worker understands the importance of individualizing each child's plan and including short and long term goals. The Administrator will review the files monthly to assure that they are current and will also review all NSPs with the Social Worker.

VI. Personal Rights

Recommendations/Corrective Action Plan

3. New Concept Group Home management provide children with the required minimum weekly allowance.

All minor allowance logs were reviewed to determine any minors that received less than the required weekly allowance. This was discussed with all minors due any additional allowance. The minors involved decided to have the allowance due added to their monthly clothing allowance. This was done on April 27, 2007, and all minors involved were also taken shopping on this day. The Administrator will verify that all minors receive the required weekly allowance. In obvious situations where there is an addition, the Facility Manager will obtain a written authorization from the probation officer to issue the minor involved \$ 1.00 per day.



Sueretta Small, Administrator

Exhibit I

Date: _____

The treatment team for _____, will be meeting on _____, to develop and implement a Needs and Service Plan for the minor. All parties are invited to attend, Ms. Kim (Social Worker), the assigned Probation Officer (or a probation substitute), the minor, Facility Manager on duty, and the Parent or Guardian. All parties will discuss the quantitative development of the minor. The treatment team collectively will monitor the minor's progress for his entire stay at New Concept Group Home.

Thank You,

Facility Manager